

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, July 12, 2012 in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

Present: Chairman Tom Lund
Craig Huxford, Helen Smits, Carole Andrews, Bill Clancy, Susan Hyland,
JoAnn Grashberger

Excused: Paula Laundrie

Also

Present: Brian Shoup, Executive Director
Kevin Lunog, Behavioral Health Services Manager
Tim Schmitt, Finance Manager
Mary Johnson, Hospital & Nursing Home Administrator

1. **Call Meeting to Order:**
The meeting was called to order by Chair Tom Lund at 5:15 pm.
2. **Approve/Modify Agenda:**
GRASCHBERGER/ANDREWS moved to approve the agenda.
The motion was passed unanimously.
3. **Approve Minutes of June 14, 2012 Human Services Board Meeting:**
HUXFORD/SMITS moved to approve the minutes dated June 14, 2012.
The motion was passed unanimously.
4. **Action to support filling the budgeted part-time psychiatrist position**
 - County Board Member Clancy has asked for an agenda last month to show the board's support in filling the position.
 - Proposed motion: Move to support the filling of the budgeted half-time psychiatrist position in the Mental Health Clinic with a psychiatrist or the financial equivalent of a nurse prescriber with psychiatric experience.
 - Shoup noted that recruiting for psychiatrists is difficult so allowing the flexibility of an Advanced Practice Nurse Prescriber (APNP) would be helpful.

Q: Citizen Board Member Smits asked if there are many functions that can only be done by a psychiatrist.

A: Lunog stated that APNPs can perform the same duties as a psychiatrist.

Chairman Lund asked for a motion to approve.

ANDREWS/SMITS moved to approve.

The motion was passed unanimously.

5. Executive Director's Report

Introduction of new Director of Community Programs-Jeremy Kral

- Executive Director Shoup introduced Jeremy Kral to the board. Mr. Kral started his employment on July 2nd and spent much of his first week in orientation to Human Services operations.
- Kral told the board of his background including his past three years and the Director of Human Services at Marquette County. Before that, Kral was a long term care support manager. He thanked the board for the opportunity.

Family Care Update

- The Human Services directors within the NEW Family Care district met with Rep. John Nygren earlier this month regarding concerns about crisis services for clients in residential placements made by Family Care organizations. Statewide, this has become a problem and county human services agencies have frequently incurred costs when these clients have come through their emergency services. The directors discussed with Rep. Nygren the possibility of legislative relief along with other possible strategies that could be implemented prior to the roll-out of Family Care in Northeast Wisconsin.
- A follow-up meeting with Rolf Hanson, CEO of NEW Family Care, is also scheduled. Mr. Hanson is sensitive to this problem and is proposing some additional strategies to mitigate these concerns.
- Shoup noted that it is important we look for a local solution as well as a state-wide solution. It is in our interest to push this issue as we have some leverage on this that will not last, being that we haven't passed the required second resolution that the county board has to undertake.
- Kral added that the reason behind the increase is the decompensation of folks. A lot of the county expertise is lost in the transition. Also, there is a misalignment of incentives. The family care district has the responsibility to provide services but the county has a fiscal liability when a person is in a psychiatric institute. The county lacks the resources to move them out while family care lacks the incentive.
- Johnson added that we have had other counties admit family care patients into our psych hospital who have had to be disenrolled and it has been a frustrated issue.
- Shoup stated that Jill Rowland, our vendor contracts manager, attempts to get out a financial liability agreement anytime another county places someone in a brown county facility or when a contract is executed.

LEAN Activity

- A two-day LEAN event was conducted in June to streamline the annual vendor contracting process. The Department of Health Services area administrator, Chris Craggs, was invited to participate as was Rolf Hanson. Both appreciated their first experience with LEAN methodology.
- Additional LEAN events slated for the next several months include:

- General streamlining and efficiencies within the Bay Lake Economic Assistance Consortium. This will involve five county human services agencies. We are currently at 900 caseloads per ES worker.
- Streamlining the billing process for Comprehensive Community Support (CCS).
- Efficiencies processing the accounts receivable activities within Community Programs.
- Shortening the entire emergency detention process and building in greater client sensitivity. This will integrate “Walk-through” process improvement methodology with LEAN and involve participants from Human Services, the Sheriff’s Department and other law enforcement, an area hospital, and the Crisis Center. The “walk-through” technique is where a staff member plays the role of the client and goes through the entire process. Some feedback from a recent walk-through was that the person who played the client role was frustrated at how many times he had to tell his story. The feedback received allows for changes to streamline and to make it a more humane process.

Chairman Lund stated that technology in the future will help alleviate some of these issues and it would be helpful to work with our IS department to explore possibilities.

- Shoup agreed and stated that it would be very helpful to do assessments right at the CTC to save time but there would be a higher cost for the Crisis Center to mobilize out there.

Citizen board member Grashberger added that Bellin just rolled out a software entitled “Epic” which was implemented due to a patient who had to repeatedly tell her story every time she went to the ER or a doctor.

2013 Budget proposal

- Human Services management will be presenting its proposed 2013 budget at the August HS Board meeting. Shoup indicated that it will likely include additional child protection positions, a quality improvement/Electronic Records System position, and additional limited-term case managers in the long term care units (to prepare for Family Care implementation). At the same time, there will be accompanying spending reductions in a variety of areas.

Citizen board member Andrews stated that it would be helpful to know what programs are being affected by which positions and which programs, in turn, are absolutely needed.

- Shoup stated that the program initiative forms submitted to the county board do not always have the policy thrusts included. We will make sure to show the board what enabled us to make investments for new positions and show where

our reductions were that was tied to the increases. He also added that not all position changes are due to programs, citing the charge nurse reorganization in 2011. We will make a narrative to the board in terms of presentation.

Chairman Lund added it would be helpful to show where the funding comes from for each position.

ANDREWS/GRASCHBERGER moved to receive and place on file.
Motion was carried unanimously.

6. Financial Report

- Schmitt reported financials through May. We are ahead of the budget in Community Programs. For the Community Treatment Center, we are slightly up in expenses but we are close to budget. There were a lower number of days in the hospital than budgeted but it is still early in the year.
- Johnson added that the hospital census has come up in the last six weeks.

Q: Chairman Lund asked if it was due to the extreme heat.

A: Johnson stated it definitely could be a part of it.

- Johnson also stated the nursing home has been full for a while with no vacancies.

Q: Chairman Lund asked about the status of "one to ones" in the nursing home.

A: Johnson stated it has been much better than it used to be. They are seen more for fall risks, not aggression.

ANDREWS/HYLAND moved to receive and place on file.
Motion was carried unanimously

7. Community Treatment Center Statistical Update:

Please refer to the packet which includes this information.

8. Contract Update:

Please refer to the packet which includes this information.

9. Other Matters:

Andrews applauded the use of color in graphs sent out this month.

Next Meeting: Thursday, August 9, 2012
5:15 p.m. – Sophie Beaumont Building, Board Room A

10. Adjourn Business Meeting:

ANDREWS/SMITS moved to adjourn; motion passed unanimously. Chairman Lund adjourned the meeting at 6:05 p.m.

Respectfully Submitted,

Kara Navin
Recording Secretary